

SC397933

Registered provider: Cove Care – Residential Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is privately owned. It provides care for two young people who have complex needs. The organisation has a therapy team which provides support and advice to staff. The manager was registered with Ofsted in June 2018.

Inspection date: 22 March 2019

Judgement at last inspection: good

Date of last inspection: 11 September 2018

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

One young person has been admitted to the home since the last inspection, and one young person has left. The young person's move from the home was well managed and staff have kept in contact with the young person to help her sustain her previous progress. The new young person's move into the home has been equally positive. Staff worked closely with a range of health professionals over several months to prepare the young person and her family. The registered manager ensured that all key information about the young person's complex health needs was known. Staff visited the previous placement for several months to build strong and trusted relationships with the young person. This committed and informed approach helped to alleviate the young person's anxieties and provided the basis for her significant progress. The young person told the inspector, 'They [staff] care about me. They treat me like family. They always listen to

me no matter what and respect me. They are learning about me all the time. They know what they are doing’.

At the previous inspection in September 2018, three requirements and one recommendation were made. The registered manager has worked to address these shortfalls. For example, she has offered staff additional training to address a gap in their knowledge identified at the last inspection. The registered manager has reflected and learned from the previous shortfall identified in restraint records. Furthermore, all staff safeguarding training is now up to date. One requirement remains unmet, as a bathroom still requires refurbishment and the garden shed is missing a door.

The registered manager continues to lead a stable staff team that is child-focused, attentive and caring. Staff know the young people well and use this knowledge to offer individualised care. They work closely with a range of professionals to ensure that care is in line with young people’s needs. As a result, young people make notable progress. For example, the young person who arrived in January 2019 no longer requires medication to self-regulate her emotions. Her incidents of self-harm have significantly decreased. Staff offer sensitive support to help her adapt to a community setting. Over a short period of time, the young person has become increasingly confident and aspirational. She trusts staff and feels at home.

There have been no missing-from-home incidents since the last inspection. Staff respond to safeguarding concerns appropriately. Records provide a clear chronology of actions taken, which show that staff have worked well with different agencies, including the police and social workers. The registered manager has dealt with a neighbour’s complaint in a timely manner, resulting in neighbourly relations becoming more settled and conciliatory.

The registered manager continues to work with a range of professionals to offer young people good care. This partnership working is particularly important for the young person who recently arrived in the home. However, the learning and advice from these forums is not fully captured or readily available to staff. In addition, while staff continue to receive advice from the in-house therapist, this is often ad hoc and not consistently recorded. The registered manager acknowledges these shortfalls. She has plans to offer staff regular and formal therapeutic advice sessions. The registered manager has imminent plans to refurbish the bathroom.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/09/2018	Full	Good
06/03/2018	Full	Requires improvement to be good
20/03/2017	Interim	Sustained effectiveness
10/05/2016	Full	Good

What does the children’s home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children’s Homes (England) Regulations 2015 and the ‘Guide to the children’s homes regulations including the quality standards’. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The quality and purpose of care standard requires the registered to—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>(i) meet the needs of each child;</p> <p>(ii) enable the child to participate fully in the daily life of the home. (Regulation 6(2)(c)(i)(ii))</p> <p>In particular, the bathroom suite needs repair or replacement, and the garden shed needs a door.</p>	03/05/2019
<p>The registered person must maintain records (“case records”) for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date. (Regulation 36(1)(a)(b))</p> <p>In particular, ensure that all information sharing and staff guidance to support young people is fully recorded and easily accessible.</p>	03/05/2019

Recommendations

- The relevant plan may include a strategy for a particular type of care, treatment or intervention (for example therapy relating to neglect or abuse). The care staff will need to understand the purpose of any such care and the way in which the past experiences of abuse or neglect may manifest itself in the day to day life of the child. (‘Guide to the children’s homes regulations including the quality standards’, page 16, paragraph 3.15)

In particular, ensure that therapeutic advice is consistently provided across the staff team and all learning is recorded.

- The health of looked-after children must be assessed at regular intervals and the child's care plan must include an individual health plan setting out the approach that the placing authority will follow, and the desired outcomes required to meet the child's health needs. These outcomes, recorded in the health plan, will be the basis on which the registered person will be expected to meet regulation 10(2)(a)(i) in the health and well-being standard for each looked-after child in their care. ('Guide to the children's homes regulations including the quality standards', page 33, paragraph 7.4) In particular, ensure that each young person has a health plan on file.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

Children's home details

Unique reference number: SC397933

Provision sub-type: Children's home

Registered provider: Cove Care – Residential Limited

Registered provider address: 16 Waterloo Road, Wolverhampton, West Midlands WV1 4BL

Responsible individual: Lee Smith

Registered manager: Jenny Church

Inspector

Gareth Leckey, social care inspector

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